



RTO 41228 | CRICOS Provider No. 03640K

Student Enrolment Policy and Procedure

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1. Purpose

The purpose of the Student Enrolment Policy and Procedure is to provide a broad, flexible, efficient and equitable framework for the student selection process at Axis institute.

2. Scope

This policy applies to all prospective domestic (fee-for-service and government funded) and overseas students (onshore and offshore) enrolling in a course at Axis institute and is to be used by the Admissions and Student Administration department (or appropriate delegate) when assessing student applications, issuing Letters of Offer and Confirmation of Enrolment (CoEs), and reviewing returned Acceptance and Agreement Forms.

3. Responsibility

The Admissions/Student Administration Manager is responsible for the implementation of this policy and ensure that all relevant staff members and marketing agents are aware about this policy.

4. Compliance mapping

reference	requirement
standard 3.5 of the SRTOs 2015	The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this)
standard 3.6 of the SRTOs 2015	The RTO meets the requirements of the Student Identifier scheme
standard 5.1, 5.2 and 5.3 of the SRTOs 2015	Each learner is properly informed and protected (the services the RTO will provide to the learner, along with the rights and obligations of the learner and the RTO)
The National Code 2018 Standard 2 Standard 6 Standard 7 Standard 8 Standard 9 Standard 10	Recruitment of an overseas student Overseas student support services Overseas student transfers Overseas students visa requirements Deferring, suspending or cancelling the overseas student's enrolment Complaints and Appeals
Section 29 (3)	Education Services for Overseas Students (ESOS) Act 2000

5. Definition

- a) **Australian Core Skills Framework (ACSF)** is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.

- b) **Credit Transfer**-this may be granted to those students who have previously completed a course which provides equivalent learning or competency outcomes to those required within the student's current course of study
- c) **COE Confirmation of Enrolment**. This is a proof of student enrolment and acceptance of the letter of offer and student agreement of the Institute. The Department of Home Affairs requires the COE for visa processing for international students. This is generated through PRISMS for international students and is created internally for domestic students.
- d) **Domestic Student**: a student who is citizen, permanent resident, a New Zealand citizen or humanitarian visa holder.
- e) **Enrolment**: The process by which a prospective student applies for a place in a course offered by the Institute is considered and either selected or rejected
- f) **ESOS Act**: Education Services for Overseas Students Act 2000. Federal Government legislation that regulates the provision of education and training services to international students in Australia and which stipulates student visa conditions.
- g) **GS requirement**: To be granted a student visa, all applicants must demonstrate they satisfy the genuine student criterion or the genuine student dependent criterion.
- h) **International Student**: a student studying in Australia who is the holder of a student visa granted by the Australian Government.
- i) **Letter of Offer**: A formal invitation to a prospective student to commence study at the Institute in the course offered.
- j) **LLN Test**: This test includes a range of tasks designed identify an individual's level in the core language, literacy and numeracy (LLN) skills of Learning, Reading, Writing, Oral Communication and Numeracy.
- k) **National Recognition**: This may be granted to those students who have attained recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by the same RTO or other RTOs
- l) **PRISMS (Provider Registration and International Students Management System)**: This site informs Student Selection and Admission Policy and Procedure. Australian education providers issue COE required for compliance with the ESOS Act legislation
- m) **Internal English test**: Internal test is standard English test developed and conducted by Axis institute. It is for those who do not have a valid English Test result or proof of studying in Australia within last 2 years.
- n) **Recognition of Prior Learning (RPL)** which is the acknowledgment of a person's current skills and knowledge acquired through previous training, work or life experience.
- o) **Selection Process**: The process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

6. Policy

- (i) Application procedures shall be student-focused, consistently applied and equitable.
- (ii) Axis institute requires students to meet course entry requirement/s prior to the commencement of their course/s, as set by Axis institute and as per the requirements published on the national VET register.

- (iii) Accurate and accessible information about Axis institute, its services and performance, along with the rights and obligations of the learner and Axis institute, is available to inform prospective and current learners via its website or communicated to the prospective student via email during different phases of application.
- (iv) Axis institute complies with Standard 4 & 5 of the SRTOs 2015:
 - a. Accurate and accessible information about an RTO, its services and performance are available to inform prospective and current learners and clients.
 - b. Each learner is properly informed and protected.
- (v) Axis institute has a separate bank account they it holds the course fee payments from overseas students who have not yet commenced their course. The bank details as provided in the letter of offer and agreement.
- (vi) Axis institute implements rigorous entry requirements to assess the applicant's capability to study the chosen course.
- (vii) All applications shall be treated fairly, with respect and sensitivity, and in accordance with Axis institute Access and Equity Policy, Privacy Policy and Data Provision Requirements 2012
- (viii) Applications for enrolment into a course will be in accordance with the relevant guidelines provided to the applicants in the Student Prospectus, course brochure and relevant federal and state funding requirements for domestic students.
- (ix) Axis institute shall reserve the right to request additional information from applicants which may be relevant to student's application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of Special Consideration applications on any of the established grounds for Special Consideration.
- (x) Axis institute reserves the right to request applicants' authorisation to obtain further information from relevant third parties, where necessary, regarding their application.
- (xi) Axis institute shall organise orientation programme to all students on or before the commencement of the course.
- (xii) The institute will implement the process that benefits students to take advantage of their existing experience and pursued studies through Recognition of Prior Learning (RPL) and Credit Transfer.
- (xiii) Axis institute reserves the right to withdraw the offer of admission and cancel the enrolment(s) of any student where/when the Institute identifies such an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or an applicant's representative.
- (xiv) Students can access institute's Complaint and Appeals Policy and Procedure if they have any concerns regarding procedural fairness of this policy.

7. Procedure

- Axis institute ensures that prospective students are informed about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies.
- Axis institute provides current and accurate information that enables the learner to make informed decisions about undertaking the training with Axis institute via its website, via

its authorised education agents and via emails after it received expression of interests/applications.

- Pre-enrolment material and documents are available on the website and requested from Axis institute Admissions department or one of its authorised representatives.
- Axis institute follows below procedure while enrolling student to its courses. Respective checklists (International or Domestic) are also completed as the admissions team completes each step.

A. International student enrolment procedure

Step 1: Application documents received:

- i. To apply to study at Axis institute, every student must complete (in full) and sign the [Axis Institute International Student Application Form](#). The application form can be downloaded from: [Resources - Axis Institute](#) and information regarding international student application can be found at: <https://axisinstitute.edu.au/application-process/>.
- ii. Once application form is completed, students/authorised representatives of Axis institute are required to submit it together with a copy of the student's passport, academic transcripts, English Test Result such as IETLS/TOEFL/PTE or similar via your education agent or direct to Axis institute Admissions at international@axisinstitute.edu.au.
- iii. if these tests are not available depending upon the Nationality of the student or the assessment level of the country of their citizenship, we may let them take an Internal English Placement Test/LLN Test at the "Application documents review" stage.

Step 2: Application documents review:

- i. Admissions department checks if the student is meets academic/English language requirements for the course/s applied.
- ii. Entry Requirements have been set in place to ensure that all individuals who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies.
- iii. Some courses may have higher entry requirements, please check specific course brochures for more information. Please also check with our Admissions Team about any country specific English requirements.
- iv. The following outlines entry requirements for international students intending to undertake study at Axis institute.

Note: All documents that are submitted upon application for enrolment at the Institute must be translated into English and be certified a true copy of the original.

International Students Entry Requirements

Admissions team reviews and processes the application documents and administer the LLN test. The result is uploaded in the System by Admissions team. This is accessible to relevant course coordinators and staff.

Certificate III Level:

Certificate III level qualifications have following requirements in addition to/in conjunction with entry requirement published on the course page on national VET register.

Academic Requirements

- have completed at least an Australian year 11 or equivalent.

English language proficiency level:

- students must provide evidence of attaining an overall IELTS score of 6.0 or equivalent scores on a similar test (such as TOEFL, PTE etc.); or
- attained at least Advanced Level of English and must provide evidence of the same; or
- student must provide the evidence, in the two years before applying for studying at Axis Institute, that they have successfully completed: (i) the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English; or (ii) a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English, while the applicant was holding a student visa; or
- student must pass Axis institute 's relevant Internal English Placement Test/LLN Test

Certificate IV, Diploma, Advanced Diploma Level and Graduate Diploma:

Certificate IV, Diploma, Advanced & Graduate Diploma level qualifications have following requirements in addition to/in conjunction with entry requirement published on the course page on national VET register.

Academic Requirements

- depending on upon the nationality of the student year 11 (Australian equivalent year 11) may be sufficient - please check with Axis institute prior to enrolment
- have completed at least an Australian year 12 equivalent

English language proficiency level:

- student must provide evidence of attaining an overall IELTS score of 6.0 bands or equivalent scores on a similar test (such as TOEFL, PTE etc.); or
- student must have attained at least Advanced Level of English and must provide evidence of the same; or
- student must provide the evidence, in the two years before applying for studying at Axis Institute, that they have successfully completed: (i) the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English; or (ii) a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English, while the student was holding a student visa; or
- student must pass Axis institute 's relevant Internal English Placement Test/LLN Test

English Language Requirements for applicant with English as their primary language:

- a. Signed declaration saying that English is their primary language, and;
- b. Have attended and satisfactorily completed at least six years of primary and secondary education taught and assessed solely in English in a recognized country, including at least two years between years 7 and 12. Recognized country means one of the following countries: Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom, and United States of America.

- v. Australian students who have completed an Australian Grade 12 certificate with an English subject and meet requirement as per “English Language Requirements for applicant with English as their primary language” category or students who have undertaken a formal English language skills test (e.g., IELTS) that meets program entry criteria, will be asked to complete the Numeracy test. Students must satisfy the Numeracy requirement prior to the issuance of an unconditional letter of offer and/or CoE.
- vi. Admin Staff also checks if the overseas qualifications meet the requirements on few of the websites including but not limited to:
 - Overseas qualification recognition – Assessing your qualifications: <https://training.qld.gov.au/training/osgrecognition/assessqual>
 - Qualifications Recognition by Australian Government <https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>
- vii. Admission department also checks if the applicant has completed any other qualifications relevant to the course, they are about to undertake at Axis institute and if they have any industry experience relevant to the course.
- viii. CT and RPL are activated if the applicants have requested for the same in the application form and provided with the evidence to support the request.
- ix. Offshore students may be interviewed on Skype to determine if students satisfy GS requirements.
- x. Offshore students may be asked to submit financial documents from the sponsors, statement of purpose (SOP) and GS requirement responses. This will be required in line with DHA’s [Genuine Student requirement \(homeaffairs.gov.au\)](http://homeaffairs.gov.au).
- xi. Once everything is received and the assessing officer is satisfied, he/she would advise you to deposit the tuition fee (students are advised not to transfer the tuition fee before the GS requirements are met). This may be conducted after the offer stage and before the Confirmation of Enrolment is issued.

Step 3: Accept or Reject the application and the communication

Once your application has been assessed there can be three possible outcomes:

- i. The application is approved, and unconditional letter of offer and agreement is issued
- ii. The application is approved but with conditions that must be met before we can issue your Confirmation of Enrolment (CoE), therefore a conditional letter of offer and agreement is issued accordingly. If the LLN test was not administered at the document review stage, it is conducted at this stage before issuing the Confirmation of Enrolment (CoE).
- iii. Your application is rejected. Applicants are communicated of the same.

Step 4: Applicant accepts the letter of offer and agreement and makes the necessary payment.

- iv. Applicant accepts the letter of offer and agreement and sends the signed document
- v. Once financial documents from the sponsors, statement of purpose (SOP) and GS responses are received and the assessing officer is satisfied, he/she would advise you to deposit the tuition fee (students are advised not to transfer the tuition fee before the GS requirements are met). This can be received along with the signed letter of offer and acceptance.
- vi. Please remember to have your reference number on the transaction. The transfer

receipt of the tuition fee deposit along with signed acceptance letter must be submitted when requesting for a CoE. The designated officer then prepares and issues the CoE.

- vii. Once the payment is verified Confirmation of Enrolment is issued using the PRISMS
- viii. Student status is changed to enrolled in the Student Management System
Timetable is issued at the orientation prior to the commencement of the course.

Step 5: Orientation

- ix. Student is required to complete/attend an orientation session on or before commencement date.
- x. Orientation sessions are conducted face to face or can be done online. In the case of online orientation students are sent a link along with the Confirmation of Enrolment.
- xi. Students also complete a short questionnaire on their experience leading up to the enrolment and on their education agents.

B. Deferral Suspension Withdrawal and Cancellation of the Enrolment

Prospective students who have been offered a place in any course at Axis institute can defer the commencement of their studies in accordance with the Institute's Deferment, Suspension, Withdrawal and Cancellation Policy and Procedure available on the Axis institute website or by contacting Student Admin Department.

C. Application by Transferring International Students

Prospective international students willing to transfer from another provider will be enrolled according to the Institute's Transfer between the Providers Policy and Procedures.

D. Re-enrolment

1. Axis institute may consider the following criteria for re-enrolment of students whose e-CoE has been previously cancelled:
 - (a) Whether the student is making the application of re-enrolment within 28 days of the cancellation of their previous enrolment with Axis institute,
 - (b) Whether the student still able to complete his/her course according to his/her cancelled e-CoE course end date,
 - (c) Whether the new training start date is more than 2 months from the date of cancellation,
 - (d) Whether the student is still meeting the Genuine Student Test criteria at the time of re-enrolment.
2. If the student's e-CoE has been cancelled on account of unsatisfactory course progress, then the student would not be able to enrol into the same course. The students will be offered an alternative course where they are deemed to progress well. Exceptions will only be allowed for an enrolment into the former course but must be approved by the Student Admin Manager, after assessment of the documentary evidence and discussion with the students to demonstrate their ability to succeed in the future in their chosen course.

E. Domestic student enrolment procedure

Domestic students can apply either as a Fee for Service student. The generic process has been outlined below but the prospective domestic student can refer to the **Domestic Student Enrolment Policy and Procedure** for more information.

1. Domestic Student explore their course options and sends an enquiry or contact Axis institute.
2. Checks the fee options available for them. To be eligible for the government funded programs, student needs to meet the eligibility criteria.
3. Student can visit the website: <https://axisinstitute.edu.au/course-search/> for course information and funding availability and eligibility criteria or alternatively approach the Institute through website enquiry (live chat), email or phone call or referral.
4. Domestic student Services Department responds to the enquiry, advise on the eligibility for government subsidy and its availability based on the information provided by the students (all information need to be verified prior to making that decision).
5. Student submits the completed Student Application Form, including information regarding their previous course and work experience history and entry requirements (age, previous education, English requirement, LLN Test) and other supporting documents including evidence of residency or visa condition.
6. Student completes all the requirement and submit application as outlined in the course, English language requirements, and provides evidence of the eligibility for accessing the government funding if applicable.
7. Domestic Student Enrolment Officer reviews the application documents and determines whether student needs to do Institute's Internal English Placement Test.
8. Domestic Student Enrolment Officer organises LLN test either on-campus or by sending a link to the LLN test
9. Domestic Student Enrolment Officer reviews the application documents and determines whether the student is eligible for government.
10. Trainer assesses the LLN test and pass the LLN outcome to the Domestic Student Services Team whether the student can be enrolled at the same level of qualification.
11. Student is advised of the outcome of LLN test and if they are eligible for accessing the government funding.
12. Domestic Student Services Team enters the student in the Student Management System, generates Offer Letter and Student Agreement and send it to the student
13. Student accepts the offer letter, sign the student agreement, and send it back to the Institute by due date.
14. Student is enrolled into the course/units in the Student Management System.
15. Institute organises an orientation day, issue training plan, student id, provides Moodle login access

8. Learner Enrolment Survey

Following each completed enrolment, the students are required to complete a survey in relation to the experience leading up to the enrolment. The survey covers a range of areas and provides the students an opportunity to provide feedback regarding their experience during the enrolment processes including feedback on the Education Agents if applicable. Completed survey response/feedback are collated and provided for review in the monthly VET Management meetings. All actions items generated from the meeting are then forwarded to the relevant department for actioning. This may be included in the Orientation form.

9. Complaints and Appeals

Axis institute welcomes staff and stakeholders' feedback and comments. Please access our complaints and appeals policy and procedure from the website. Complaints and Appeal mechanism provides an opportunity for continuous improvement for the institutional governance.

10. Associated documents

- Student prospectus
- Student Handbook
- Axis institute Language, Literacy and Numeracy (LLN) Test
- Student Application form
- Letter of Offer and Student Agreement
- Student Fee Payment Policy and Procedure
- Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Deferment, Suspension, Withdrawal and Cancellation Policy and Procedure
- Overseas students transfer policy
- Complaint and Appeal Policy
- Domestic Student Enrolment Policy and Procedure
- Privacy Policy and Data Provision Requirements